

AMENDMENTS TO THE SPECIFICATION

Replace paragraph 51 with:

[0051] Fig. 5 illustrates a browser window 50 that displays a health insurance report selection screen, as indicated by title 57. A case manager accesses this page by entering an appropriate uniform resource locator (URL) in the browser address line 51. The browser further includes navigation links 52-55 and an indication 56 as to the location of the report page with respect to the home page of the site. Fig. 5 illustrates the first page that a case manager would access in order to assign an intervention candidate to a health care provider. Fig. 5 is exemplary of a screen display than an operator may encounter in performing steps 31 and 32 of Fig. 3, which are described above. The operator may select an option presented in dialog box 58 by choosing button 59 to select a region of the country, 60a – 60c, button 61 to review a specific member (plan participant or intervention candidate) through drop-down menu 62, or button 63 to search for a specific member through fill-in box 64. Once the appropriate selection is made, the case manager clicks the “continue” button 65.

Replace paragraph 54 with:

[0054] Figs. 7A-7C illustrates [[a]] browser windows 90a, 90b, and 90c, each of which window 90 that displays a detailed summary of a particular plan participant's health and claim information. This information, again supplied by information system 15, is particularly helpful to a case manager or health care provider in reviewing the desirability of a particular intervention. It further reduces the need for the case manager or health care provider to access disparate systems. Instead, information system 15 provides all or substantially all of the relevant information needed to formulate an efficient case management plan. As particularly illustrated in Fig. 7A, a summary of the member (plan participant or intervention candidate) demographics 92 is displayed in a page reached through a URL 91. Likewise, an indication of the status of any case management decisions 93 is also displayed in a conspicuous manner. The display of detailed summary information including a “Show Summary SAS Log 94 further includes a recap 95 of several relevant indicators including: action score 96, PULSE score 97, the number of ER visits 98, the number of inpatient admits 99, evidence of treatment in a skilled nursing facility 100, evidence of use of home health care 101, disease management

102, a status indicator as to the use of expensive drugs **103**, the number of prescriptions over the past twelve (12) months **104**, an indication as to whether the last inpatient stay was with a participating provider or a non-participating provider **105**, and the total claims (in dollars) allowed over the past twelve (12) months **106**. In addition, the detailed summary information includes a count of action flags **107**, and the status of several action flags including whether a large amount of claims have been made for a non-participating provider, flag **108**, or a non-facility and non-participating provider, flag **109**. The information further includes whether there has been sufficient treatment for chronic diseases to set flag **110**, whether the member has not sufficiently complied with chronic drug therapy to set flag **111**, and whether there is a sufficient expected disability event to set flag **112**.

Replace paragraph 55 with:

[0055] Figs. 7B and 7C, which are continuations of the same window as illustrated in Fig. 7A, further provides an indication of flags **113** relating to chronic disease management and flags **114** relating to non-compliance with chronic drug therapy. In order to access further health information, the window includes a series of navigation links **115-118**, which permit the case manager and/or health care provider to select summaries such as a health profile database summary **119** (Fig. 7B), a diagnosis summary **120** (Fig. 7B), a pharmacy summary **121** (Fig. 7C), a speciality pharmacy network summary **122** (Fig. 7C), and a specialty type summary **123** (Fig. 7C). Other detailed summary information relating to the participant is also available on demand from information system **15**.